

DAIMLERCHRYSLER

CUSTOMER SATISFACTION NOTIFICATION TO REPLACE YOUR VEHICLE'S A/C DRIVE BELT TENSIONER BRACKET

Dear Intrepid or Concorde Owner:

The satisfaction of our customers is very important to DaimlerChrysler. Because of this, we are requesting owners of some 2003 and 2004 model year Dodge Intrepid and Chrysler Concorde vehicles equipped with a 2.7L engine to contact their dealer to have the following service performed.

The problem is...

The air conditioning (A/C) compressor drive belt tensioner bracket on your vehicle (identified on the enclosed form), **may crack. If this occurs, your vehicle's A/C system may not function.** In addition, continued vehicle operation with a cracked tensioner bracket could damage the engine cylinder head.

What DaimlerChrysler and your dealer will do...

DaimlerChrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace the A/C drive belt tensioner bracket. The work will take about ½ hour to complete. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.

What you must do...

- Simply **contact your dealer** right away to schedule a service appointment. Ask the dealer to hold the part for your vehicle or to order it before your appointment.
- **Bring the enclosed form with you to your dealer.** It identifies the required service to the dealer.

If you need help...

If you have questions or concerns which your dealer is unable to resolve, please contact DaimlerChrysler at 1-800-853-1403.

If you have already experienced the problem described above and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: DaimlerChrysler, P.O. Box 610207, Port Huron, MI 48061-0207, Attention: Reimbursement.

We are sorry for any inconvenience, but we believe that this service will help to ensure your continuing satisfaction with your vehicle. Thank you for your attention to this important matter.

***Buckle up
for Safety***

Customer Services Field Operations
DaimlerChrysler Corporation
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